

Versant Health Eye Care Professional Portal

Quick reference guide

The following information answers the most common questions asked surrounding Versant Health's eyewear dispensing program and portal. Much greater detail is available on our Training Hub*. The web address is listed here:

Eye Care Professional Portal

<https://ecp.versanthealth.com/prelogin/login>

Eye Care Professional Training Hub

<https://versanthealth.com/ecp-training-hub/>

* Items on the Training Hub are updated frequently. Please check back often for the most current version.

GENERAL INFORMATION

Browser: Google Chrome 65 or higher is the browser which allows the portal to function optimally. It can be downloaded at www.google.com/chrome

Usual and customary charges: Usual and customary charges are predetermined in your contract, so they do not need to be entered by the eye care professional.

Portal updates and fixes: Releases of new versions of the portal, including changes or improvements in functionality and workarounds are posted in the announcements section of the portal dashboard.

Where to go for...	
Help using the portal	Online: Videos, guides and webinars on the Training Hub By phone: Davis Vision (877) 235-5316 Superior Vision (877) 235-5317
A problem with the lab	Call the lab with which you placed the order as located on the lab network map located on the Training Hub or in the order summary
Order status	Online: Click job history on the portal By phone: Call the lab with which you placed the order, listed on the Training Hub
Remakes, redos, warranty replacements	Commercial only: Begin by calling the lab from which you placed the order. Refer to the remakes and redos policies on the Training Hub.
Adding people to your account	Visit the Training Hub for guides and videos on managing portal access
Joining the provider network	Davis Vision: https://davisvision.com/eye-care-professionals/join Superior Vision: https://superiorvision.com/eye-care-professionals/join

Medicaid	
Lab: Davis Vision (877) 235-5316 Superior Vision (877) 235-5317	Versant Health Manufacturing Facility in Newtown Square, PA. Pre-selected by the portal when the member selected is a Medicaid recipient.
Frames	Superior Vision: Fashion Collection frames supplied to eye care professionals with instructions Davis Vision: Use yellow-tag frames from the Exclusive Collection Use frames only for display and fit. Do not send to the lab
Remakes, redos, warranty replacements	Use the portal unless there is a change in the order as indicated in the remakes and redos policy on the Training Hub.

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